

TROY

OHIO

A GUIDE FOR NEW RESIDENTS



Make it yours.

WELCOME



On behalf of our elected officials and City staff, welcome to Troy! Troy is a wonderful place to live, work, and play. I hope you'll enjoy calling Troy home - or, if it is already home, thank you for continuing to choose Troy.

We are a city representing residential and business opportunities, warm hospitality, amazing citizens, and the promise of community. We encourage you to Make It Yours.

To help you navigate the many services the City of Troy offers, important information is provided in this packet that will be useful throughout the year. We stand ready to answer any questions you may have about City services.

For more information on Troy, its history, and the City services available to you, visit www.troyohio.gov for details on our departments and partner organizations.

On behalf of the City of Troy, welcome home!



Robin J. Oda

Mayor Robin Oda

The City's Mission

Through sound and prudent leadership, the City of Troy is committed to sustaining its continued prominence as a regional hub by providing a well-balanced community for its residents, businesses and visitors, consisting of a vibrant downtown, growing economic base, strong educational environment, and plentiful recreational opportunities strengthened by public/private cooperation and grounded in financial stability.

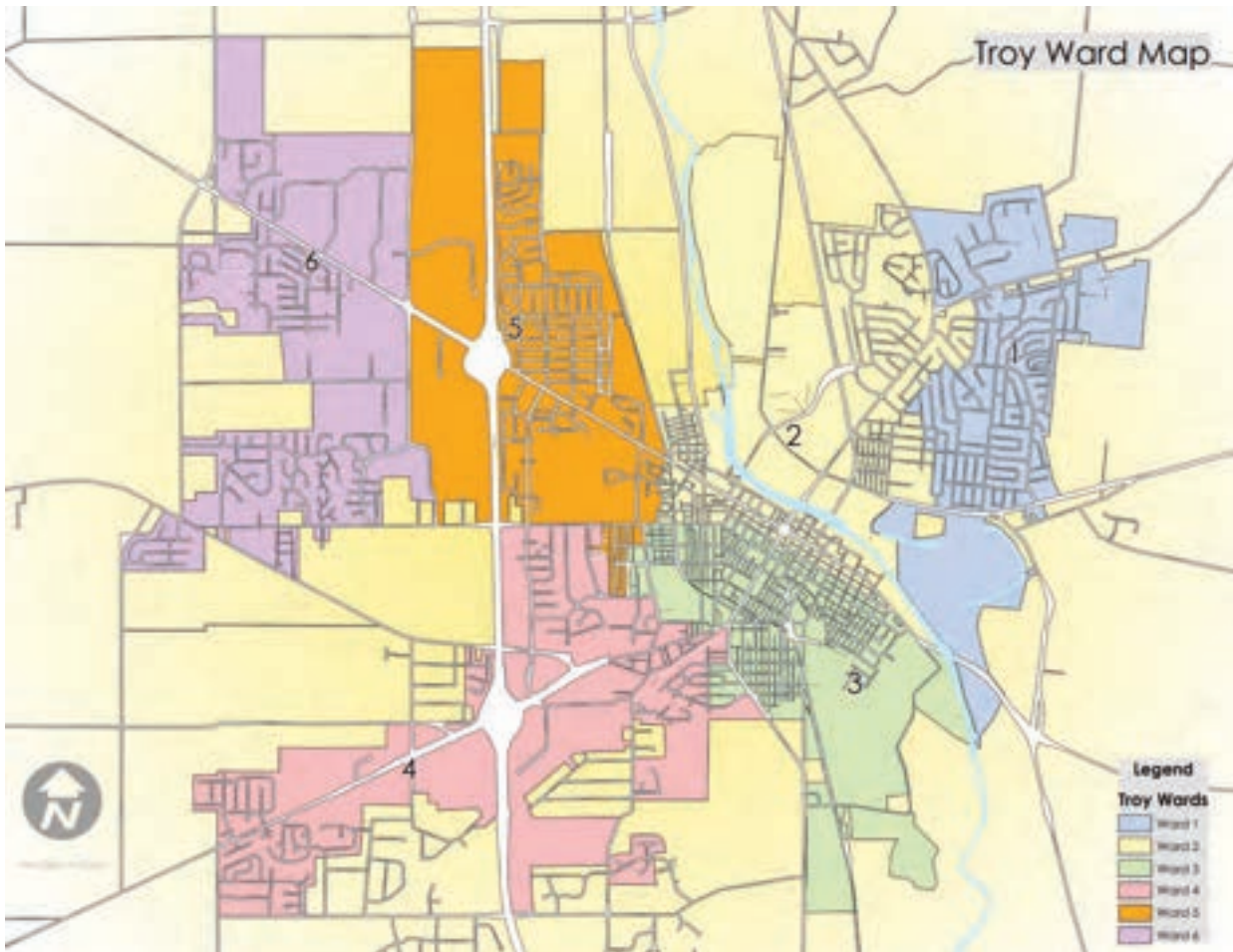
MUNICIPAL BUILDING

CITY OFFICIALS

Troy's Mayor, President of Council, City Council, Auditor, Treasurer, and Law Director are chosen by Troy's voters. City services are administered by the Mayor, who serves as the Chief Executive Officer. The Director of Public Service and Safety, appointed by the Mayor, oversees the day-to-day operations of the City.

The President of City Council and nine Council members serve as the legislative body. The City is divided into six wards, each represented by a Council member. Three Council members serve as at-large representatives for the entire city.

Wards are outlined in the map below. This and other interactive maps can be found at www.troyohio.gov/maps.



CONTACTS - CITY COUNCIL

Name	Role	Contact
<i>William G. Rozell</i>	<i>Council President</i>	<i>william.rozell@troyohio.gov</i>
<i>Jeffrey G. Whidden</i>	<i>First Ward Representative</i>	<i>jeff.whidden@troyohio.gov</i>
<i>Kristie L. Marshall</i>	<i>Second Ward Representative</i>	<i>kristie.marshall@troyohio.gov</i>
<i>Madison P. Hickman</i>	<i>Third Ward Representative</i>	<i>madison.hickman@troyohio.gov</i>
<i>Bobby W. Phillips</i>	<i>Fourth Ward Representative</i>	<i>bobby.phillips@troyohio.gov</i>
<i>William C. Twiss</i>	<i>Fifth Ward Representative</i>	<i>bill.twiss@troyohio.gov</i>
<i>Jeffrey A. Schilling</i>	<i>Sixth Ward Representative</i>	<i>jeffrey.schilling@troyohio.gov</i>
<i>Lynne B. Snee</i>	<i>At-Large Member</i>	<i>lynne.snee@troyohio.gov</i>
<i>Todd D. Severt</i>	<i>At-Large Member</i>	<i>todd.severt@troyohio.gov</i>
<i>Susan M. Westfall</i>	<i>At-Large Member</i>	<i>susan.westfall@troyohio.gov</i>
<i>Sue G. Knight</i>	<i>Clerk of Council</i>	<i>sue.knight@troyohio.gov</i> <i>937.335.1725</i>

City Council typically meets on the first and third Mondays of each month. To view the meeting schedule, or email the entire City Council, visit the City Council page at www.troyohio.gov/council.

CONTACTS - ELECTED ADMINISTRATORS

Name	Role	Contact
<i>Robin I. Oda</i>	<i>Mayor</i>	<i>mayor.robin.oda@troyohio.gov</i> <i>937.335.1725</i>
<i>Grant D. Kerber</i>	<i>Director of Law</i>	<i>grant.kerber@troyohio.gov</i> <i>937.339.1500</i>
<i>John E. Frigge</i>	<i>City Auditor</i>	<i>john.frigge@troyohio.gov</i> <i>937.335.2224</i>
<i>William B. Whidden</i>	<i>City Treasurer</i>	<i>william.whidden@troyohio.gov</i> <i>937.335.2224</i>

To leave a message for any elected official, call the Clerk of Council at **937.335.1725.**

CONTACTS - CITY DEPARTMENTS

Department	Can Help With:	Phone
Cemetery	Services and maintenance at Riverside and Rosehill Cemeteries	937.335.2710
City Director	Questions on general government administration in Troy	937.335.1725
Development	Establishing a business in Troy	937.339.9601
Electrical	Streetlight outages, traffic signals	937.335.1914
Engineering	Questions about construction projects, street paving	937.339.9481
Income Tax	Filing municipal taxes	937.339.3861
Fire	Public safety programs, ambulance billing and records For emergencies, call 911	Administrative Offices: 937.335.5678 Non-Emergency: 937.440.9911 Emergency: 911
Hobart Arena	Sales for concert tickets, ice skating passes, and Arena reservations	937.339.2911
Miami Shores Golf Course	Golf course and driving range, Pro Shop, Shoreline Restaurant	937.335.4457
Police	Public safety programs, police records and administration For emergencies, call 911	Administrative Offices:: 937.339.7525 Non-Emergency: 937.440.9911 Emergency: 911
Park	Park maintenance	937.335.4612
Planning & Zoning	Permitting and property maintenance	937.339.9601
Recreation	Park facility reservations and recreation programs	937.339.5145
Street	Potholes, sign replacement, street maintenance, snow removal	937.335.1914
Trash	Trash, recycling, yard waste, Dye Mill Road Compost Facility	937.335.1914
Troy Aquatic Park	Pool passes and reservations	937.335.5171
Utilities	Water mains, sewer, storm drainage	937.335.1914
Utility Billing & Collection	Payments for water, sewer, trash and recycling services	Billing Office: 937.335.4151 Pay by Phone: 1.888.477.8567
Wastewater Treatment	Questions on treatment processes	937.339.1410
Water Treatment	Questions on water quality and testing	937.339.4826

Not sure who to contact? Call our general number at 937.335.1725.

DEVELOPMENT DEPARTMENT



DEVELOPMENT

937.339.9601

www.troyohio.gov/development

The City's Development Department promotes business creation, retention, and expansion. It maintains partnerships with nonprofit and development agencies, including Troy Main Street, the Troy Development Council, the Troy Area Chamber of Commerce, and local businesses. The Department works to manage growth and redevelopment under Troy's Comprehensive Plan and oversees the Planning and Zoning division.



PLANNING AND ZONING

937.339.9481

www.troyohio.gov/planning

Planning and Zoning is responsible for current and long-range planning activities that guide the growth and development of Troy. The division is also responsible for enforcing the Zoning Code, Sign Code, Property Maintenance Code, and Subdivision Regulations.

FAQs:

Do I need a permit to build a fence, shed, pool, or deck?

You typically need a zoning permit for any permanent additions to your property. File your permit online by visiting the Online Zoning Permits page at www.troyohio.gov/planning or call 937.339.9481 for assistance. When in doubt, please call before beginning any work.

Does my home qualify for the Community Reinvestment Area program?

Community Reinvestment Areas are areas of land in which property owners can receive tax incentives for investing in real property improvements. Troy has two Community Reinvestment Areas (CRAs), which combine to cover the entire city. If you are performing significant improvements to your home or business, you may qualify. Contact the Development Department for more information.

What is the Troy DORA?

In the State of Ohio, a Designated Outdoor Refreshment Area (DORA) allows visitors aged 21 and older to consume alcoholic beverages outdoors and in participating businesses within the area's boundaries, during designated hours, and according to DORA rules. Troy's DORA is located downtown and operates from 11 a.m. to 11 p.m. daily. Complete information is available at www.troyohio.gov/DORA.

Can I place a sign in my curb lawn?

Signs, basketball hoops, and furniture cannot be placed in the right-of-way. In most neighborhoods, the right-of-way includes the sidewalk and curb lawn between the sidewalk and the street. You can find Troy's full zoning code at www.troyohio.gov/planning.

ENGINEERING DEPARTMENTS



ENGINEERING

937.339.9481

www.troyohio.gov/engineering

The Engineering Department oversees the Electrical, Street, Refuse and Recycling, and Utilities Divisions, as well as the Water and Wastewater Treatment Plants. Engineering staff oversee major projects on public property, including annual street paving and sidewalk repair programs.



ELECTRICAL

937.335.1914

www.troyohio.gov/electrical

The Electrical Division provides electrical support and services for all City facilities. Their work includes electrical services at City buildings, installation of banners and flags, and maintenance of signalized intersections. You may notice Electrical staff during the setup of Troy's annual downtown Christmas tree.

FAQs:

I'm curious about construction work happening in my neighborhood. Where can I find out about upcoming projects in Troy?

A map of capital improvements projects is available at www.troyohio.gov/maps. You can also find updates and news releases on the City's homepage. Or, call 937.339.9481 for more information.

How can I report a pothole, broken traffic light, or another issue with City property?

Please report deteriorating infrastructure online at www.troyohio.gov/report or contact the Central Service and Maintenance Facility at 937.335.1914.

Who can I call if my power / phone / internet connection goes down?

Electric, gas, telephone, cable, and internet providers service their own lines, poles, and infrastructure. In the case of an outage, contact your provider for assistance. If you see a downed power line that could create a hazard, please call 911 immediately.

How are sidewalk repairs prioritized?

Each year, an area of the City is selected for the sidewalk replacement program. The area of the City is chosen by considering the age and availability of existing sidewalks, any potential projects to occur in the area, and related capital improvement projects. For questions, contact the Engineering Department.

Can the City recommend a contractor for my home improvement project?

The City does not recommend contractors to perform any work on private property. Please be wary of any contractor advertising itself as "coming recommended" from the City of Troy.

Does the City of Troy own my electrical/gas line?

The City does not own or operate electrical or gas utilities. However, residents and certain businesses may qualify for aggregation pricing with private utilities. Visit www.troyohio.gov/aggregation for details.

ENGINEERING DEPARTMENTS



REFUSE

937.335.1914

www.troyohio.gov/trash

The Refuse Department collects residential trash and yard waste and administers the residential recycling program. The City of Troy contracts with Rumpke Recycling for pickup of recyclables. Visit www.troyohio.gov/trash to view rules and regulations.

What can I recycle?

Rumpke accepts paper, plastic bottles and jugs, glass bottles and jars, cartons, and steel and aluminum cans. Visit www.rumpke.com for more information.

What can I do with yard waste?

Routine grass clippings, tree trimmings, and leaves are collected throughout the spring, summer, and fall seasons. Place items in a yard waste bag and bundle sticks and branches, then place them on the curb on your regular trash day. Visit www.troyohio.gov/leafpickup for information on annual leaf pickup.

What is the Dye Mill Road Compost Facility?

The Dye Mill Road Compost Facility is a Class IV Compost Facility available to Troy residents free of charge. The compost facility accepts yard waste and rocks from March to November. Visit www.troyohio.gov/dyemill for information.

I need to dispose of a large item. What should I do?

Collection of large items will take place on your normal trash day. Items such as appliances (without Freon), furniture, and mattresses may be placed at the same location as your weekly trash, and must be at the curb no later than 7 a.m. on the day of collection. Items in bags or boxes will not be picked up.



STREET

937.335.1914

www.troyohio.gov/street

The Street Division is responsible for road maintenance and repair, leaf pick-up, snow removal, sign replacement, ditch maintenance and mowing, litter and road cleanup, winter weather treatment, crack sealing, pothole repairs, and more.

Does the City perform street sweeping?

The street sweeper operates on a routine basis starting in April and continues throughout the summer season.

When is leaf pickup?

Leaf pickup is performed by zone, beginning in October. To see more information and check your zone, visit www.troyohio.gov/leafpickup.

How is snow removal prioritized?

Every road in Troy is classified as a primary, secondary, or local street. Primaries include main arteries, state routes, hills, bridges, and the streets immediately surrounding schools. Secondary roads connect primary roads to local residential streets. Local streets include residential roads and cul-de-sacs. See www.troyohio.gov/street for our snow priorities map.

ENGINEERING DEPARTMENTS



UTILITIES (WATER DISTRIBUTION AND SEWER MAINTENANCE)

937.335.1914

www.troyohio.gov/waterdistribution

The Utilities Division is responsible for maintaining, testing, and repairing underground water, sewer, and stormwater lines. This division also reads and maintains residential and business water meters. Utilities crews repair main breaks and sanitary backups and perform routine ditch maintenance tasks.



WASTEWATER TREATMENT PLANT

937.339.1410

www.troyohio.gov/wastewater

The Wastewater Treatment Plant provides treatment to industrial and residential water users within the City of Troy, the Village of Casstown, the Village of West Milton, and surrounding areas in Miami County. Our Wastewater Treatment Plant treats an average of 5.5 million gallons per day. The plant's design capacity is 9 million gallons per day.



WATER TREATMENT PLANT

937.339.4826

www.troyohio.gov/water

The Water Treatment Plant obtains its water supply from the Great Miami Buried Valley Aquifer. The city currently utilizes 10 production wells to draw water from the aquifer for treatment. These wells and the treatment plant are located at the Miami Shores Golf Course and the Troy Municipal Park, adjacent to the Great Miami River. The plant treats an average of 4 million gallons per day, and is designed for up to 16 million gallons per day.

Who do I call to inquire about my water bill?

The Utility Billing & Collection Department handles water billing. You may contact that department at 937.335.4151 or www.troyohio.gov/billing.

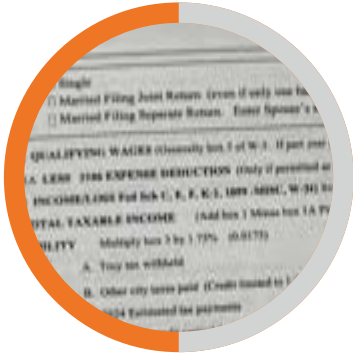
How does Troy prevent lead and other contaminants in its drinking water?

Water pH, alkalinity, hardness, and chlorine levels are continuously monitored by online analyzers and verified by quality control tests performed by plant staff. This testing ensures that the water meets rigorous federal, state, and local standards. To see our most recent Consumer Confidence Report, visit www.troyohio.gov/ccr.

Can I drink from the tap after hydrant flushing?

The City performs fire hydrant flushing every summer. Watch www.troyohio.gov for announcements. The City's water is always safe to drink. However, if you notice a brownish tint in your tap water during your area's hydrant flushing period, run the water for a few minutes or until the water is clear.

FINANCE DEPARTMENTS



INCOME TAX

937.339.3861

www.troyohio.gov/tax

To provide funds for City services and facilities, the City of Troy assesses a 1.75% municipal income tax on income earned in Troy. The Income Tax Department collects these taxes and assists residents with tax filing.

Do I need to file an income tax return?

You must file a tax return if you are a resident of Troy over the age of 18, regardless of whether you owe taxes. Workers under 18 are not required to file, but may do so if their employer has withheld taxes. Income tax forms can be found online at www.troyohio.gov/tax.

Can someone assist me in completing my City Income Tax Return?

Yes, Income Tax staff will assist with completing your return. An appointment is not required. Please bring your income tax forms and W-2s or other income information to City Hall during regular business hours.

I am a Troy resident but work elsewhere. Do I still owe city taxes?

The City allows credit for tax properly withheld for other city tax. If you work in a city with a tax rate of less than 1.75%, you will owe the City of Troy on the difference between the amount withheld and our rate of 1.75%. If you work in a city with a tax rate equal to or greater than 1.75%, and tax has been properly withheld by your employer, you will not owe the City of Troy additional tax on that income.



UTILITY BILLING & COLLECTION

Pay by Phone: 1.888.477.8567

Billing Office: 937.335.4151

www.troyohio.gov/billing

The City of Troy Billing & Collection Department provides customer service to all City utility customers. Water, sewer, refuse, and recycling bills are paid through this office.

Where can I pay my utility bill?

Payments can be made in person on the first floor of City Hall. You may pay in person at the counter, or you can place your payment in the night depository in the City Hall Building. You may also pay online via credit card or direct withdrawal, pay by phone via credit card, or set up recurring ACH withdrawals. Contact the Billing & Collection Department for more information.

Can my billing date be changed?

No, the billing date is based on your address. Your due date is indicated on your utility bill and will be the 14th or 28th of each month. Please call the Utility Billing & Collection office with questions.

PARKS, RECREATION, AND QUALITY OF LIFE



PARK

937.335.4612

www.troyohio.gov/park

The City of Troy offers 25 parks covering 365 acres for use by visitors and residents. Parkland and other public spaces are managed by the Park Department. This department also manages Float Troy – the only floating campground in the world!

How do I reserve a park shelter, and how much does it cost?

All shelter reservations are free of charge. You can reserve a shelter online or by visiting the Recreation Department office located on the first floor of the Hobart Arena. For online reservations, you will find a "Park Shelter Reservations" link at www.troyohio.gov/park.

Where can I find out about concerts at Treasure Island Park?

Treasure Island hosts a variety of free events each year! Check out the Park Department web page or the Great Miami Riverway's event calendar for details.

Will the City plant trees in my curb lawn?

Residents wishing to have a tree planted in the curb lawn can take advantage of the City's Adopt-A-Tree program. Residents purchase a tree at a local nursery of their choice, and the Park Department will transport and plant purchased trees at no additional cost. Call the Park Department office to learn more.

How do I have a tree removed in the curb lawn between the street and sidewalk?

The Park Department employs certified arborists to assess tree health and safety. Contact the Park Department office for a risk assessment of the tree.



MIAMI SHORES GOLF COURSE

937.335.4457

www.miamishorestroy.com

The Miami Shores Golf Course is a municipally-owned, 130-acre, 18-hole golf course. The course offers a pro shop, driving range, an indoor simulator, and a variety of leagues and tournaments. Miami Shores is also home to The Shoreline Restaurant, open to the public for breakfast and lunch.

Do I need a membership to play?

No, Miami Shores is open to the public! Call or visit www.miamishorestroy.com to schedule a tee time.

What types of memberships do you offer?

Miami Shores offers unlimited-play memberships and partial golf memberships for adults, seniors (age 60 and older), juniors (high school seniors and younger), and couples. Visit www.miamishorestroy.com to see current pricing for membership and drop-in play.

PARKS, RECREATION, AND QUALITY OF LIFE



RECREATION

937.335.4612

www.troyohio.gov/recreation

The Troy Recreation Department oversees the operation of Hobart Arena, the Troy Aquatic Park, Troy's recreational athletic fields, and a variety of programs for children and adults. The Recreation Department also handles scheduling for reservable Park facilities.

What kind of programs does the Recreation Department offer?

Programs are available for all ages and include adult sports teams, Strollers, kids' SAY Soccer, Crime Scene Camp, swimming lessons, tennis lessons, and much more! Visit apm.activecommunities.com/troyrecdept for the most current program registrations.

Are City athletic fields available for use by my organization, sports league, or tournament?

The City refers to its Athletic Field Use Policy to prioritize requests from public and private organizations. Visit www.troyohio.gov/recreation to read the policy.



HOBART ARENA

937.339.2911

www.hobartarena.com

Hobart Arena is a publicly-owned, 3,700-seat entertainment venue that hosts concerts, trade shows, sporting events, skating competitions, and public skating sessions. The Arena is home to the Bravo Room, a multipurpose private event space equipped for catering and available for rent.

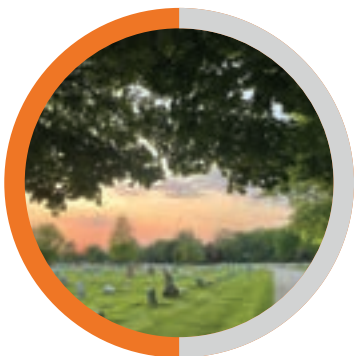


TROY AQUATIC PARK

937.335.5171

www.troypool.com

The Troy Aquatic Park is one of the best-attended public pools in the Miami Valley. It includes a bathhouse, concession spaces, a main pool with zero entry, a six-lane lap pool, water slides, and a baby pool. Season passes and one-time admission tickets are available. The Troy Aquatic Park offers lessons and group classes for all ages, available for registration through the Recreation Department.



CEMETERY

937.335.2710

www.troyohio.gov/cemetery

The City of Troy maintains two cemeteries, Riverside and Rosehill. Riverside Cemetery provides traditional burial space as well as a public mausoleum. Rosehill Cemetery is an inactive, historical cemetery.

SAFETY DEPARTMENTS



FIRE

Emergency: 911

Administrative Offices: 937.335.5678

www.troyohio.gov/fire

The Troy Fire Department provides fire protection and emergency medical services to the City of Troy and surrounding townships.

What hospital will I be transported to when I call 911?

The Troy Fire Department uses transport protocols set by the Greater Miami Valley EMS Council. Under these protocols, staff transport our patients to the closest and most appropriate hospital, which will normally be Kettering Health Network's Troy Hospital on West Main Street. In non-life-threatening situations, patient preference and other circumstances are considered.

Do you offer smoke and/or carbon monoxide detectors?

Troy Fire offers combination smoke/carbon monoxide detectors to qualified homeowners in Troy. Landlords are required by law to install carbon monoxide detectors in rental units. Please contact the Fire Department for more information.

Am I allowed to have a recreational fire in Troy?

Yes, as long as all local and state rules, guidelines, and ordinances are followed. Wood stacks may be no larger than two feet high by three feet wide and must contain only clean, seasoned firewood. Burning of trash or yard waste is prohibited by law.

Do you perform child car-seat checks?

Car seat checks are available by appointment. Please call to schedule.



POLICE

Emergency: 911

Dispatch Non-Emergency: 937.440.9911

Administrative Offices and Records: 937.339.7525

www.troyohio.gov/police

The City of Troy Police Department is CALEA-accredited and provides patrol and investigation in Troy. The Police Department also provides safety education, School Resource Officer, and DARE programs.

Do you offer vacation checks?

Yes, Troy PD can send officers to conduct routine security checks of your residence while you are away for an extended period of time. To schedule a vacation house check, call our Administrative office or visit www.troyohio.gov/police.

What are Troy's parking laws?

Vehicles parked on the street must be moved every 72 hours. Inoperable motor vehicles may not be parked on the street or private property. Junk motor vehicles on private property must be inside a garage. Semi-trucks, trailers, boats, and motor homes may not be parked on residential streets except for loading and unloading.